Project Management Plan

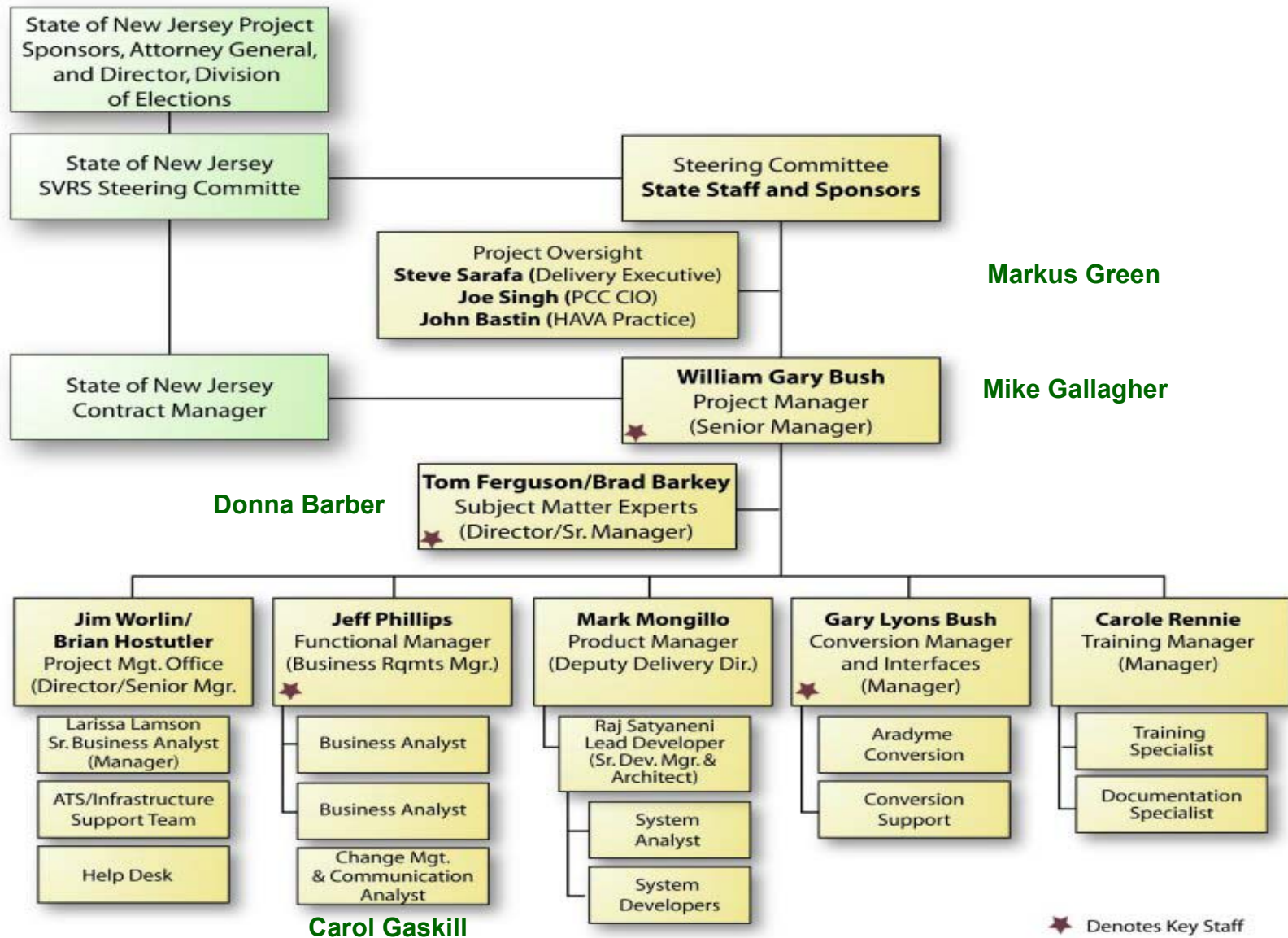|		
9:00	9:15	Introduction
9:15	9:30	Script #1
9:30	10:30	Script #2
10:30	12:00	Script #3
12:00	1:00	Lunch break
1:00	1:30	Script #4
1:30	2:30	Script #5
2:30	2:45	Script #6
2:45	3:45	Script #7
3:45	4:00	Script #8
4:00	4:15	Script #9
4:15	5:00	Script #10

*Breaks as needed

Proven Implementation Plan

- **Proposed approach leverages experience and lessons learned from other similar state-wide implementations**
- **Strong and focused project management methodology adopted from PMI and CMM standards**
- **Formal risk, communication, and issue management plans**
- **A phased project plan that ensures SVRS in full implementation by 12/31/05**
- **Proven cyclic data conversion and migration approach**
- **Proven training and support to fit needs of County and State staff**

Markus Green

Mike Gallagher

Donna Barber

Carol Gaskill

Organization chart:

- State of New Jersey Project Sponsors, Attorney General, and Director, Division of Elections
  - State of New Jersey SVRS Steering Committe
  - Steering Committee **State Staff and Sponsors**
    - Project Oversight
      Steve Sarafa (Delivery Executive)
      Joe Singh (PCC CIO)
      John Bastin (HAVA Practice)
  - State of New Jersey Contract Manager
  - **William Gary Bush** Project Manager (Senior Manager) ★
    - **Tom Ferguson/Brad Barkey** Subject Matter Experts (Director/Sr. Manager) ★

- **Jim Worlin/ Brian Hostutler** Project Mgt. Office (Director/Senior Mgr. ★
  - Larissa Lamson Sr. Business Analyst (Manager)
  - ATS/Infrastructure Support Team
  - Help Desk
- **Jeff Phillips** Functional Manager (Business Rqmts Mgr.) ★
  - Business Analyst
  - Business Analyst
  - Change Mgt. & Communication Analyst
- **Mark Mongillo** Product Manager (Deputy Delivery Dir.)
  - Raj Satyaneni Lead Developer (Sr. Dev. Mgr. & Architect)
  - System Analyst
  - System Developers
- **Gary Lyons Bush** Conversion Manager and Interfaces (Manager) ★
  - Aradyme Conversion
  - Conversion Support
- **Carole Rennie** Training Manager (Manager)
  - Training Specialist
  - Documentation Specialist

★ Denotes Key Staff

High Level Timeline

New Jersey Statewide Voter Registration System

2005												2006													2007	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb

03/01 Phase 1 – Project Initiation Phase
03/09   Milestone 1: Project Kickoff
03/14   Detailed Project Plan
03/16   Milestone 2: **ElectioNet** Demo

03/09 Phase 2 – Business Needs Assessment / Gap Analysis
05/11 Milestone 3: Requirements Documents Accepted

04/11 Phase 3 – Design and Implementation Planning
05/25 Milestone 4: Detail Design Completed

05/09 Phase 4 – Software Modification and Testing
08/19 Milestone 5: User Acceptance Testing Begins
09/26 Milestone 6: User Acceptance Testing Completed

08/18 Phase 5 – Pilot Implementation
09/01 Milestone 7: Production Installation Certification
11/07 Milestone 8: Pilot Site Implementation Completed

11/08 Phase 6 – Staged Rollout & Deployment
12/07 Milestone 9:   All Users Trained
12/13 Milestone 10: All Sites Implemented

03/14 Phase 7 – Conversion and Interfaces

10/11 Warranty

10/11 Phase 8 – Project Wrap-up and Transition to Maintenance & Support
01/19 Acceptance of Technical Documentation
01/26 Project Wrap-up

01/01 Maintenance & Support
(through 2007)

> **All Counties Live 12/13/2005**

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Support Services

Support Services Overview

- **One Year Warranty (through 2006) and Maintenance Support (2007) includes:**
  - Help Desk - Access via web form, email, toll-free phone or Fax
  - Standard 8:00 – 6:00 PM with 24x7 support via pager
  - Extended weekend and evening support available during peak election periods
  - Response time ranging from immediate to max 4 hours, pending severity level.
  - Upgrades of Electio*Net* software
- **A multi-level support plan will be developed in collaboration with the State, such as:**
  - Level 1 Support: Covansys (RDE) Help Desk
  - Level 2 Support: Escalate to ElectioNet application team or appropriate infrastructure support organization, such as Dell Enhanced Gold Support, if appropriate
- **Appropriate service level agreements and performance guarantees will be established based on problem severity and metrics**
- **Optional Maintenance Support for 3 years (2008 – 2010)**

Training and Knowledge Transfer Approach

- **Training to match implementation schedule**
  - Train users 'Just-In-Time' prior to their production Implementation
  - Close cooperation between ATS and State ITS staff
- **Methodology**
  - Survey end user population to assess current skills
  - Onsite county training by Covansys Trainers and follow-up
  - Regional user training and central training for NJ DoE staff
  - Use separate training database, so Production is not affected
  - Flexible to county/municipal-specific needs
- **After training is complete**
  - Survey users to determine training effectiveness
  - Revise materials as needed
  - Regional re-enforcement training as required

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Data Conversion Process

M igration

- County Data is run through the initial coil to get familiar with the data and eliminate a large majority of the data errors.
- These coils are run multiple times through several cleansing processes perfecting the County data with each coil.
- Jurisdiction, Election Management, Administration, Petition Management, Prohibited Voters, NVRA, Redistricting, Election Results & Voter Information will all be run through these cleansing and repurposing coils.

Common Dataset

Manually Entered Data Refinement

Final

Test   Normalize
Populate   Cleanse
            Validate
DeDupe & Match   Report
    Correct
Initial Pull

Test
Populate   Refine
Correct   Report
Interim Pull

Test
    Refine   Populate Final
Populate
Final Pull
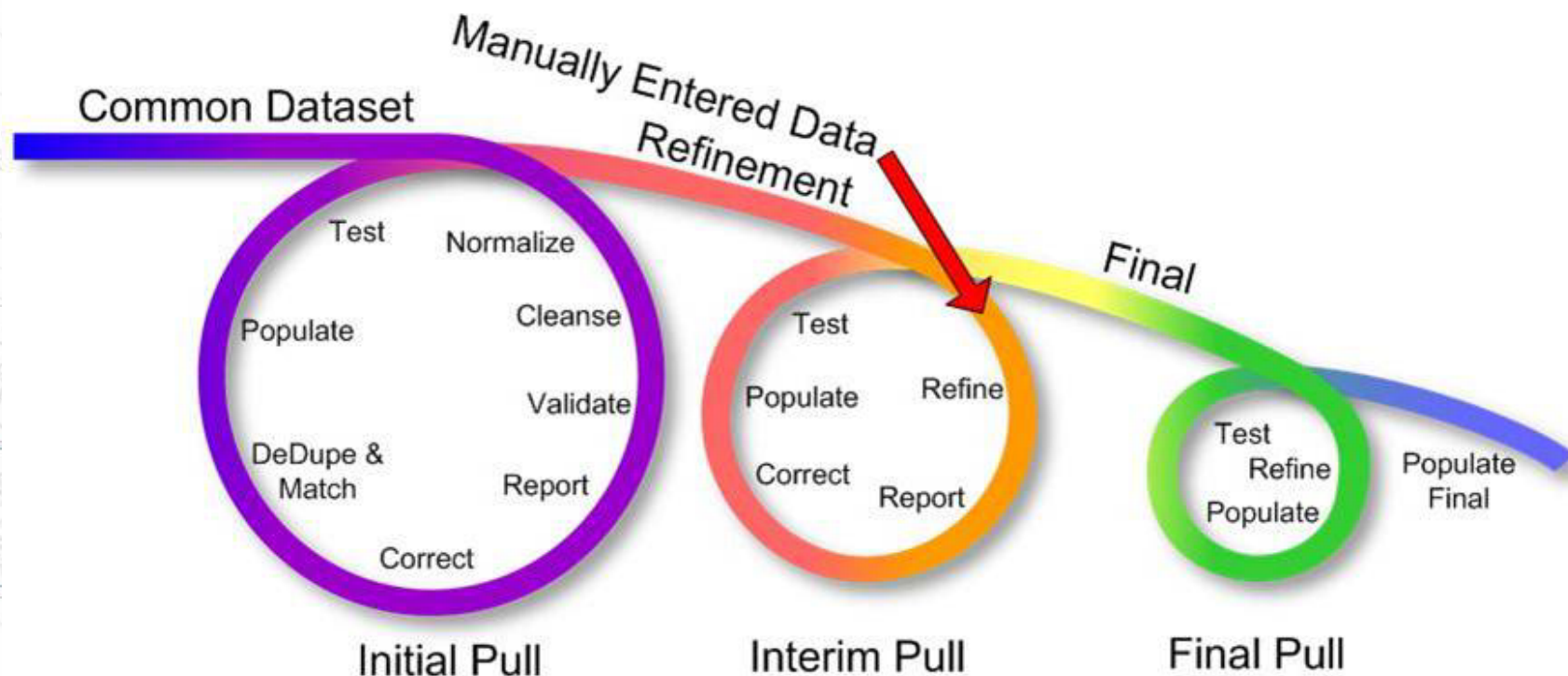
Processes

- **Extract Process**
  - Stakeholder's input
  - Who is providing the extract? What is needed in the extract and when?
  - Possible options: Flat file, CSV, BLOB, Database back-ups, ODBC, etc.
- **Transmittal Process**
  - Stakeholder's input
  - Best practices
  - What are the security protocols? Who is responsible?   Etc.
  - Possible options: Secure FTP, e-Mail, FedEx, In-person, etc.
- **Reporting Process**
  - Stakeholder's input
  - What reports are needed? Who needs to see them and how often?
  - Delivery options: e-Mail, website, Excel, PDF, etc.

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Approach and Strategy

- Data from the Counties is analyzed and a conversion and cleansing plan is put into place.

- Data Issues reports are created and passed to the State's Elections Team for clarification.

- Cleansing scripts are written to automate the cleansing process through all data pulls and cleansing coils.

Common Dataset

Analyze Data

Data Issues

Query Data Owner

Yes

No

Next
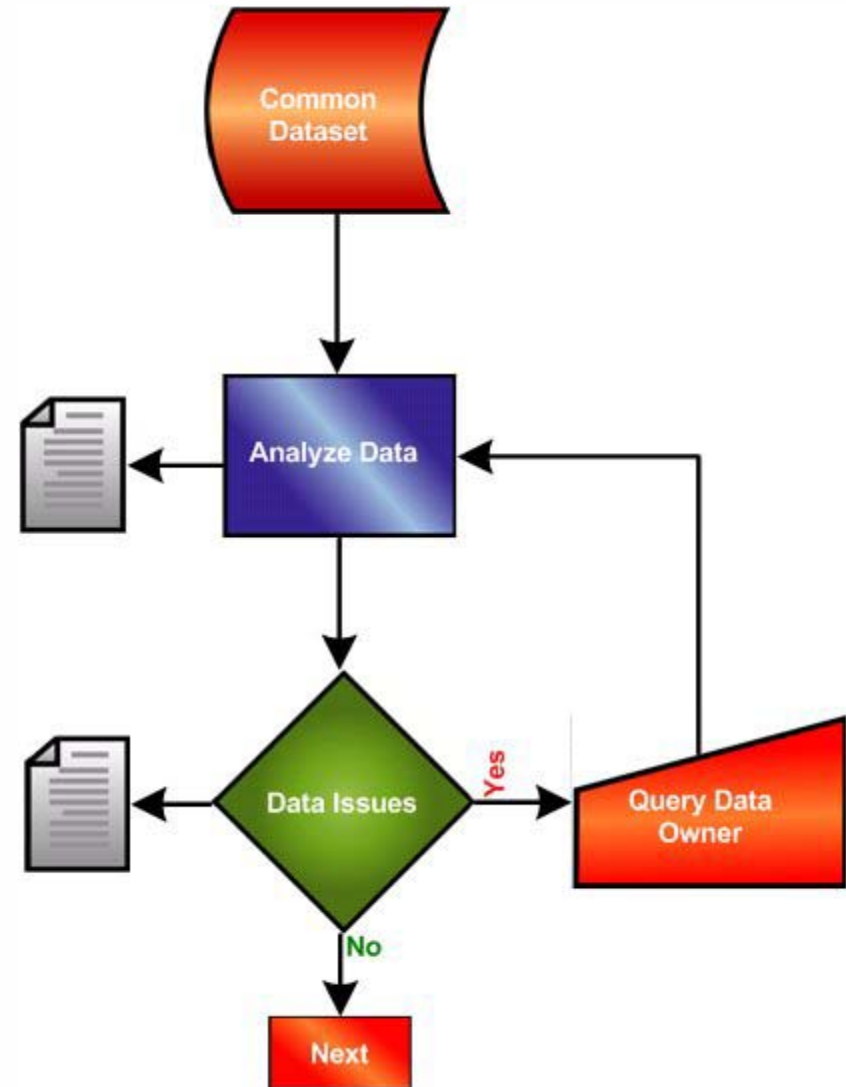
- **Records** are reviewed for duplicate entries

- **A Duplicate Entry Report is created and sent to the State for clarification on "How to Handle" the duplicate entries**

- **Duplicate entries are matched up and placed into the test application dataset**
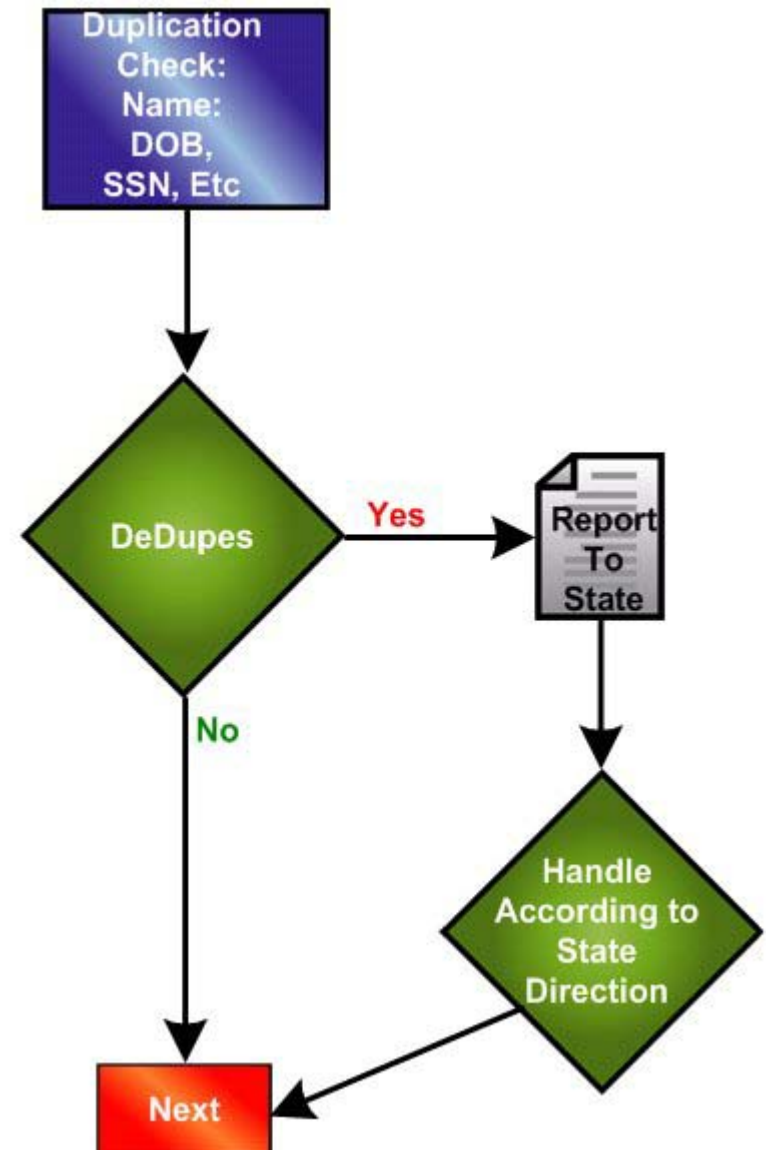
Migration: Populate Application Database

- **Data is repurposed and placed into SVRS to allow for verification and testing**

- **Unaccepted data is refined and placed back into SVRS test application for verification**

- **Once the data has passed verification, it is ready to be placed into the SVRS database ready to "go live"**

Reports

Repurpose Data

Reports

Load Data into Test System

Acceptance

No

Refinement

Yes

Go Live